

Manley Kertzmann

Warranty Manager

Contact

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Summary

Accomplished warranty manager with 10+ years of experience in automotive and industrial settings. Adept at analyzing complex technical problems, leveling up customer service operations, and developing cost-effective strategies to reduce product returns. At XYZ Corporation streamlined processes that decreased warranty costs by 20%. Now seeking a new opportunity at ABC Company to continue driving quality improvement initiatives while maintaining the highest standards of customer satisfaction.

Employment

Employer A

Warranty Manager, Sioux Falls, January 2018 – Present

- Monitored the claims process for all warranties, ensuring that each case was resolved within the agreed upon timeframes and budget; increased customer satisfaction by 30% while reducing warranty costs by 15%.
- Formulated monthly reports to track warranty information and provide upper management with up-to-date insight into the progress of ongoing cases; prepared detailed summaries on any necessary corrective actions taken.
- Actively communicated with customers regarding their individual needs related to product warranties; addressed inquiries promptly in order to ensure a positive experience for every client served.
- Analyzed returned products based on technical specifications outlined in company policies, identified potential defects or other issues which could lead to future problems and prevented costly repairs/replacements from occurring across various departments within our organization.
- Reported findings directly to stakeholders concerning outstanding service requests, proposed long-term solutions if applicable & provided comprehensive aftercare advice when appropriate.

Employer B

Warranty Manager, Greensboro, March 2012 – December 2017

- Evaluated warranty claims and customer feedback to identify potential issues, decreased customer complaints by 20% within 3 months.
- Negotiated warranty coverage with vendors and suppliers based on existing product warranties; successfully reduced costs associated with claim refunds by 15%.
- Assessed all valid warranty requests, ensuring that customers received timely service and appropriate financial compensation according to company policy guidelines.
- Advised customers of the various options available in their particular situation while maintaining a high level of satisfaction with the services provided; 95% positive client feedback rating achieved over 6-month period.
- Proficiently managed multiple projects related to warranty programs simultaneously, achieving outstanding results within set deadlines every time for a total savings of \$1.7k year-on-year.

Education

Educational Institution XYZ

Bachelor of Science in Business Administration, November 2011

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Table of Contents Resume Template Prices Warranty

1. Understanding the eBook Resume Template Prices Warranty
 - The Rise of Digital Reading Resume Template Prices Warranty
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Prices Warranty
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Resume Template Prices Warranty
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Prices Warranty
 - Personalized Recommendations
 - Resume Template Prices Warranty User Reviews and Ratings
 - Resume Template Prices Warranty and Bestseller Lists
5. Accessing Resume Template Prices Warranty Free and Paid eBooks

- Resume Template Prices Warranty Public Domain eBooks
 - Resume Template Prices Warranty eBook Subscription Services
 - Resume Template Prices Warranty Budget-Friendly Options
6. Navigating Resume Template Prices Warranty eBook Formats
 - ePub, PDF, MOBI, and More
 - Resume Template Prices Warranty Compatibility with Devices
 - Resume Template Prices Warranty Enhanced eBook Features
 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template Prices Warranty
 - Highlighting and Note-Taking Resume Template Prices Warranty
 - Interactive Elements Resume Template Prices Warranty
 8. Staying Engaged with Resume Template Prices Warranty
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Template Prices Warranty
 9. Balancing eBooks and Physical Books Resume Template Prices Warranty
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template Prices Warranty
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Resume Template Prices Warranty
 - Setting Reading Goals Resume Template Prices Warranty
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Resume Template Prices Warranty
 - Fact-Checking eBook Content of Resume Template Prices Warranty
 - Distinguishing Credible Sources
 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development

- Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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